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FROM OUR DIRECTOR

Mike Mangum5

Fall 2004



Department of Administration
Division of Purchase and Contract
116 West Jones Street
Raleigh, NC 27603-8002

STATEWIDE PURCHASING SEMINAR



“Today’s Solutions Tomorrow’s Challenges”

David Jones

More than 250 purchasing professionals from across North Carolina are expected to attend the 2005 statewide purchasing seminar scheduled for March 29 –31, 2005 at the Sheraton Capital Center Hotel in downtown Raleigh.

“Today’s Solutions Tomorrow’s Challenges” is the conference theme. Topics being addressed during the two and a half day event include Performance Based Contracting, Best Value/IT/Award Based Criteria, Understanding Terms and Conditions, Service Contracting, and Purchasing for New Buyers. These are examples of some of the sessions to be held during the conference.

Representatives from State Agencies, Community Colleges, and the University system are teaming with IT Procurement and the Division of Purchase & Contract to plan the conference. This is an opportunity for NC purchasing professionals to come together for professional development and to network with peers. It also provides the opportunity to share new ideas and innovative techniques being used to meet the demands on today’s government procurement professional. Attending this conference is a great way to improve purchasing techniques and skills and to increase overall purchasing knowledge. Mark your calendar now and make plans to attend.

The P&C web site will soon roll out a seminar web link that will keep you up to date on developments and provide online registration.

Please look for further updates as we finalize the program schedule. We will keep you posted!

TERM CONTRACT



Term Contract 070A & 070B

Don Sykes

Contract 070A for 2005 Passenger Vehicles was awarded by the Board of Award on September 30, 2004. Vehicles included are the Dodge Neon, the Ford Crown Vic and Taurus, as well as the Honda GX, Honda Insight, and Honda Civic Hybrid. Several of these automobiles will be advantageous to the State in meeting Sustainability initiatives.

Contract 070B for 2005 Law Enforcement Vehicles was awarded by the Board of Award in the Sept. 23, 2004 meeting. Vehicles included are the Ford Crown Vic, the Chevrolet Impala and the Chevrolet Tahoe.

Refer to the contracts on our web site for additional information.

<http://www.doa.state.nc.us/PandC/>

If you have any questions, call either the vendor or Don Sykes, the contract administrator, at 919-807-4521 or don.sykes@ncmail.net



P&C Web Team

This month we unveiled our new web site. Not only did we change our color scheme, we improved on the web sites overall user interface.

These changes reflect our customers' suggestions and feedback on how we could improve our web site. We hope you find these improvements refreshing. Keep letting us know what you think.
We do listen!

The following is a summary of the P&C web site changes:

Overall Theme

Before:

Inherits color and images from DOA Home Page.



After:

Soft mood color usage. Primary imagery is traveling the 'Road to E-Procurement'

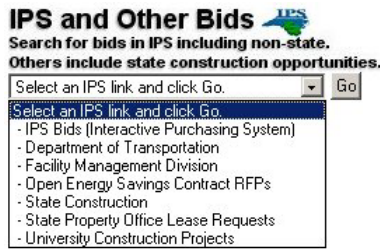


Home Page Navigation

Before:

Drop-down menus for each Main Topic. User must select each drop-down menu to view Sub-Topic listing. User selects Sub-Topic then the "Go" button to navigate to

the link (an average of 2 clicks to navigate to any desired web page).



After:

All Sub-Topics are listed under each Main Topic. User can view all Sub-Topics and select the desired link (user now clicks 1 time to navigate to any desired web page).



Web Site Navigation

Before:

Pre-defined links are made available as part of the main image. These **navigation links** appear on all P&C web pages.



After:

Re-organized and added additional links to the main image. These new **navigation links** will now appear on all P&C web pages.



CUSTOMER SERVICE REPRESENTATIVES

James Gresham and David Ellis



As part of the Education and Outreach Section, Customer Service Representatives are a purchasing agent's second set of eyes in assuring that the awarded vendor has met the specifications and the requirements mandated by the State. Quality Acceptance inspections by the Customer Service Representatives assures not only that you get what you ask for, but also that it is safe.

Some of you may wonder, "What do our Customer Service Representatives do?" This will hopefully help answer that question, plus give insight into services that we offer. We sometimes can offer better solutions to achieve the final goal and may even save money in the process. We are here to provide assistance to our vendors and customers in order to achieve a successful outcome.

The Customer Service Representative area consists of three individuals whose primary functions assure quality inspections. The Quality Acceptance Coordinator, Myra Welch, begins the inspection process once the vendor has contacted her that an inspection is needed at the completion of a project. She makes sure that the information needed to do the onsite inspection is available for her to complete the inspection process. The Customer Service Representative's primary function is to perform quality acceptance inspections. Each is assigned to designated areas of the State and conducts acceptance inspections as required on a scheduled basis. Their duties include recommending release of payment to contractors following acceptance of the project or item re-inspection if necessary whenever a project is not in complete compliance at the time of the inspection and to lend other assistance as might be required. Below are some questions designed to better help you understand the roles of the

Customer Service Representatives and Coordinator. Please feel free to contact James Gresham or David Ellis to discuss questions or possible issues on future purchases and Myra Welch to coordinate an inspection or site visit.

Did you know that Customer Service Representatives want to attend your site visits and will conduct the site visit for you?

In order to coordinate a site visit, the agent should contact the Quality Acceptance Coordinator, who will assist with setting a date and time of the site visit that fits both the schedule of the Customer Service Representative and the Agent. We will assure that all issues are covered at this time to minimize the need for addenda that may otherwise delay the bid process.

How can I make sure that my inspection will take place in a timely manner?

When the Quality Acceptance Coordinator is contacted first to initiate an inspection, all the elements needed to complete the process will be coordinated at that time. This facilitates timely completion.

Are you familiar with the statement below?

Quality Acceptance Inspection: Upon completion of the project, as called for herein, the contractor must request a Quality Acceptance Inspection. Such request must be forwarded (in writing) to the Division of Purchase and Contract, Attn. Quality Acceptance Inspections, 1305 Mail Service Center, Raleigh, North Carolina 27699-1305. Fax # 919-807-4510

Where to check the box on the WORK FLOW form when posting it on the Internet?

Take Me To ...

Total Monthly Inspections Report

Requisition Workflow

[Requisition](#) | [Bid In Process](#) | [Document](#) | [Addenda](#) | [Tabulation](#) | [History](#) | [Workflows](#)

Documents	
<input type="checkbox"/>	Waiver/Report to Board (No Quote)
<input type="checkbox"/>	Quote
<input type="checkbox"/>	Agency Waiver
<input type="checkbox"/>	Agency Service RFP
Other	
<input checked="" type="checkbox"/>	Mandatory Site Visit
<input type="checkbox"/>	Agency Review of Technical Specifications
<input type="checkbox"/>	Tabulation Not Posted on the Internet
<input type="checkbox"/>	Purchaser Recommends Award
<input checked="" type="checkbox"/>	QC Inspection

Bottom of Form

Do you know when to use the Quality Acceptance Inspection statement?

Listed below is the list of items that the State requires Quality Acceptance Inspections when purchased. It is just as important to know that you can request a quality acceptance inspection on any purchase valued at \$10,000 or more if you feel the need. When the Quality Assurance Inspection statement is used the agency has the right to withhold payment until the inspection is complete and the state is completely satisfied with items the vendor has provided. There is also the satisfaction of knowing that P&C will work with the agency in settling any dispute when specifications have not been met through negotiation.

The following page includes the list of items that the State requires to be inspected. This information is located in the State Purchasing Manual, under inspections.

QUALITY ACCEPTANCE INSPECTION LIST:

This list identifies only those items that routinely need an acceptance inspection by the Customer Service Representative PRIOR to release of final payment. The Quality Acceptance Inspection shall be mandatory when the item costs \$10,000.00 or more, except as noted.

Purchasers shall include the statement calling for Quality Acceptance Inspection on the Invitation for Bids (or Request for Quotations), and furnish a copy of the IFB (or RFQ) to the Education and Outreach Section. Purchasers should provide a copy of the Contract Certification at the time of distribution.

COMMODITY/COMMODITY NUMBER

Automotive Shop Equipment
Alignment Equipment 075-03
Brake Drum and Disc Equipment
Hydraulic Lifts 075-46-30
Engine Test Equipment 075-84-25
Other Related Equipment over \$10,000

Air Compressors, Industrial 025-03-03,
025-03-20
Bleachers
Bleachers, Indoor 805-37
Bleachers, Outdoor, Fixed 805-38
Bleachers, Outdoor, Portable 805-38-10
Carpet (over \$2,500) 360-00
Cooler-Freezers, Walk-in Type 740-70-87
Cooling Towers 030-28
Chillers 030-28, 030-08
Curtains, Stage 855-22
Detection Systems, Library Materials 525-
23
Dishwashers, Commercial 372-70-28
Draperies, Window 265
Fence, Chain Link 330-22
Filing Systems, Automated 425-25
Filing Systems, Open Shelf 425-35
Furniture, Cosmetology 095-15
Furniture, Dormitory 420-20
Furniture, Hospital 410-00
Furniture, Laboratory 415
Furniture, Library 418
Furniture, Office 425
Generators 285-37
Greenhouses 155-42
Kitchen Equipment & Appliances 372-70
Kitchen Equipment, Fabricated 372-70-05
Laundry Equipment and Dry Cleaning
Equipment 500
Lockers, Metal 420-58
Machine Shop Equipment
Lathes, Metal 545-45-45
Lathes, Wood 545-91-30
Milling Machines 545-45-55
Surface Grinders 545-45-95
Related equipment over \$10,000
Modular Office Buildings, Relocatable
155-48
Office Systems, Open Plan 425-56
Panel, Divider, Acoustical, Free Standing
425-55
Power Sweepers 765-77
Seating, Auditorium 420-04
Trucks, Forklift 560-72-25
Venetian Blinds (over \$2,500) 870-50

NOTES:

Items shipped, stored and left crated in a warehouse will not be inspected.
The Agency may request inspections for any items, should the necessity for a "third party inspection" occur.

David Ellis and James Gresham, the Customer Service Representatives, encourage all agents to use the quality acceptance inspection statement in their bids and PO's.

Agencies can reach David, James and Myra Welch as noted below:

Customer Service Representative:
David Ellis
Phone: 919-218-9095

Customer Service Representative:
James Gresham
Phone: 919-281-3324

Quality Acceptance Coordinator:
Myra Welch
Phone: 919-807-4551

COMINGS AND GOINGS

P&C Staff Farewells and Welcomes...

[Barbara Stone-Newton](#)



Ellen Garrison Philpot retired from the Division of Purchase and Contract at the end of September 2004. She will be missed by the employees of the Division as a friend and also as a very seasoned purchasing agent. Ellen, along with her husband Jay, has moved to the suburbs of Nashville, Tennessee. For a lady who has lived her entire life in North Carolina, I am sure Ellen will find many new experiences in the Nashville area.

Ellen began work with the Division of Purchase and Contract in December 1975. At that time, Ellen was Administrative Assistant to the State Purchasing Officer. In the early 1980's, Ellen took a leave of absence from the Division to have her two children, Michael and Melissa.

She came back to the Division later as a purchasing professional. Over the years, Ellen has purchased a number of different commodities, and I am sure that most of you in the field have dealt with Ellen as she handled many requirements for those of you in the agencies, public schools, community colleges, institutions, and

universities. Last year Ellen moved to the Education and Outreach team as a liaison with the LEA's. In this capacity, she assisted the school systems with their E-Procurement implementation communications.

Kathleen D. Stewart retired the end of September from her position as Processing Assistant with purchasing Group Two. Before coming to P&C in 1995, she served as JTPA secretary at the Commission of Indian Affairs for 17 years and worked six and a half years for the Department of Human Resources at Dorothea Dix Hospital.

Kathy said she's especially looking forward to being a fulltime grandmother. She and her husband will enjoy the extra time to travel, including trips to New York to see family. She also plans to volunteer through her church to help the sick, shut-ins, and nursing home residents.

We congratulate Kathy on her 30+ years of service to the State and wish her much happiness in retirement!



Paul Rock joined P&C on Nov. 8th and has taken Angie Dunaway's job in the Standards Group. Paul's procurement background began in 1987 in the Army receiving a Masters in Acquisition and Contract Management from the Naval Postgraduate School in Monterey, CA. Upon degree completion, he occupied (federal/Army) procurement and management related positions until his retirement in 1994. Soon after settling in Raleigh, he became a temporary employee at DOC Purchasing until the Purchasing/Assistant Business Manager position opened at Dorothea Dix Hospital in July 1995. Total tenure at Dix was 9 plus years. During the period 2000 to 2003, Paul completed a 2 year degree in Networking Technologies at Wake Tech. He is particularly grateful to all the purchasers at P&C for their help while he worked at Dix.

TIM LASSITER transferred to the Education and Outreach team in September as the Community College liaison. He will serve the Division and [NC@YourService](#) by assisting campuses with their E-Procurement implementation. Tim will also assist the team with training and compliance. Prior to his transfer, Tim was a purchaser on Group Two. He came to P&C from NC State University's purchasing department in 1999.

DAVID JONES has joined Group Two as a purchaser (effective November first), transferring from the Education and Outreach team. He will be handling contractual and consultant services plus commodities such as agricultural products, measuring instruments, safety spectacles, and some patient care supplies. David has been with P&C for over ten years, and before that was a purchaser for the Department of Public Instruction.

FROM OUR DIRECTOR



A GLIMPSE AT THE PAST AND A LOOK TO THE FUTURE

Mike Mangum

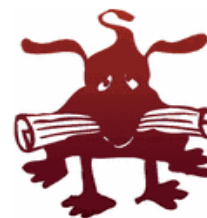
During the 2004 calendar year, our Division has undergone significant changes in a number of areas.

Our internal reorganization has changed our daily approach to serving you. Changes were made in our purchasing and standards groups in order to more effectively address needs of our user and vendor communities. The creation of our Outreach and Education Section has improved our customer service, compliance, training and E-Procurement initiatives. Though not directly impacted by our reorganization, our Operations group has made numerous changes that have enhanced the efficiency of service and delivery of information to you.

Enough of the past, now let's take a look at the future by noting some of the areas that we want to concentrate on next year:

1. Statewide Seminar
2. Updates in the General Statutes and the Administrative Code
3. Revised Purchasing Manual
4. Expansion of Training
5. Better Communications/Customer Service
6. Personally Getting to Know our End Users Better
7. Strengthening our E-Procurement Program
8. Alternative Purchasing Processes
9. Enhanced Data Analysis to Determine the Effectiveness of our Purchasing Program
10. We will "All Work Together Attitude" for the Betterment of the Purchasing Profession.

I very much appreciate the support you have given us in the past year and look forward to what we may accomplish in the coming year. With your help and input, there should be no boundaries for the future.



The **P&C News** is published quarterly by the Division of Purchase and Contract to promote better procurement practices in state government and political subdivisions.

State of North Carolina

- Michael F. Easley, Governor

Department of Administration

- Gwynn T. Swinson, Secretary

Division of Purchase and Contract

- Mike Mangum,
State Purchasing Officer

Newsletter Committee

Tina Kelly, Barbara StoneNewton,
David Jones, Tina McLamb, P&C Web
Team

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